Some people find making decisions about health and care needs very difficult. The Care Act gives the right for eligible people to get an independent advocate to help them:

- understand the care and support process
- be actively involved in discussions and make their own decisions about their care and support needs
- challenge plans made if they do not take account of the person’s wishes or feelings.

Independent advocacy is available for people who do not have any friends or family (an appropriate individual) available to support and facilitate their active involvement in their own care and support process.

Who can be an Appropriate Individual?

Friends and family who are available (i.e. they live close enough to support the person on a regular basis) and feel able to support them to be fully involved with all of the social care processes.

People who are already providing paid-for care will not be able to support the person in this role.

Your local council will be able to talk to you about what friends and family members can do to support someone fully within their care and support process.
Can someone have an appropriate individual and an advocate?

In some cases, a person may be entitled to an independent advocate even if they have an appropriate individual who is supporting them. This is when:

Someone has been placed in a hospital for over 4 weeks or a care home for over 8 weeks and the local council agrees that it would be in the person’s best interest to have an advocate

There is a disagreement between the local council and the friend or relative who is supporting a person in their care process and both parties agree it would be beneficial for the person to get an advocate.

Who are Total Voice Cambridgeshire and Peterborough?
Total Voice is a partnership providing independent advocacy services across the area. You can find out more on www.totalvoicecp.org or by calling 0300 222 5704.

Help us improve
Want to make a comment, complaint, suggestion or compliment? Talk to any of our team members - email us on TVCP@voiceability.org or give us a ring.